

Vic (LKKAUTO)

From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>
Sent: Tuesday, 15 October, 2019 2:13 PM
To: Vic (LKKAUTO)
Cc: Admin A
Subject: Re: [5th Reminder]: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018 LPC CC4/LPC18017751/Ghb3
Attachments: 20191015140250.pdf

Without Prejudice

Dear Sir/Madam

The acceptance letter and duly completed discharge vouchers are enclosed for your attention. Original copy will follow. Please arrange to let us have your payment made in favor of ComfortDelGro Engineering Pte Ltd within the next seven (7) days.

Please note that the contents of this email and attachment(s) apply to vehicle damages only. It is condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/driver/claimant.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>
Sent: Friday, 11 October 2019 12:03 PM
To: Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: [5th Reminder]: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018 LPC CC4/LPC18017751/Ghb3

Without Prejudice

Dear Vic

We shall get clients' instruction and revert.

As for the Passenger's claim, signed DV has been submitted to your office on 03/09/2019.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Sent: Friday, 11 October 2019 9:33 AM
To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Subject: RE: [5th Reminder]: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018 LPC CC4/LPC18017751/Ghb3

Without Prejudice

Dear Cecilia,

We refer further to our below email.

Upon further review, our principal is prepared to improve offer on the LOI at a sum of \$750.00 for the hirer and we amend our offer as below:

Cost of Repair (w/gst)	\$ 2,403.67	(LCR)
Loss of Use (\$100 x 5 days)	\$ 500.00	(LCR)
Loss of Income	\$ 750.00	(HIRER)
Driver/Hirer Medical Bills	\$ 121.00	(HIRER)
Passenger Medical Bills	\$ 221.00	(PASSENGER)
Driver/Hirer Transport Expenses	\$ 29.25	(HIRER)
GIA Search Fee	\$ <u>2.00</u>	(LCR)
TOTAL	\$ 4,026.92	

Please note that our principal can only issue 1 payment.

Attached amended DVs for your further action.

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters."

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



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From: Vic (LKKAUTO)

Sent: Wednesday, 2 October, 2019 3:44 PM

To: Cecilia Lee Peng Geok

Cc: Admin A; KKLau; Vic (LKKAUTO)

Subject: RE: [5th Reminder]: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018 LPC
CC4/LPC18017751/Ghb3

Dear Cecilia,

We refer to your below email.

Please be informed that we are pending for our principal's instructions with regards to you appeal on the LOI.

We will follow up and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Wednesday, 2 October, 2019 2:52 PM

To: Vic (LKKAuto)

Cc: Admin A; KKLau

Subject: [5th Reminder]: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018 LPC
CC4/LPC18017751/Ghb3

Importance: High

Without Prejudice

Dear Sir/Madam

Please revert with your revised offer without further delay.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Sent: Tuesday, 3 September 2019 1:55 PM

To: Vic LKK (vicalpeh@lkkauto.com) <vicalpeh@lkkauto.com>

Cc: LKK Admin LKK (admin-a@lkkauto.com) <admin-a@lkkauto.com>

Subject: Fw: [4th Reminder]: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018 LPC
CC4/LPC18017751/Ghb3

Without Prejudice

Dear Vic

Please revert on hirer's claim.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Monday, 19 August 2019 2:57 PM

To: Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Re: [4th Reminder]: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018 LPC CC4/LPC18017751/Ghb3

Without Prejudice

Dear Vic

We are getting the car owner's and passenger's instruction on your offer and shall revert.

As for the hirer's claim, we note that your offer for the loss of income is too low to accept. We enclosed herewith the hirer's income statement before and during the accident week. Please review your offer for loss of income and revert. Please also advise if Lonpac do direct settlement for BI claim if hirer wishes to claim his pain and suffering?

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Sent: Monday, 19 August 2019 11:15 AM

To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Subject: RE: [4th Reminder]: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018 LPC CC4/LPC18017751/Ghb3

Without Prejudice

Dear Cecilia,

We refer to your below email and to our telephone conversation earlier.

As spoken, our principal agreed to send 3 separate DVs but will only make 1 payment.

Cost of Repair (w/gst)	\$ 2,403.67	(LCR)
Loss of Use (\$100 x 5 days)	\$ 500.00	(LCR)
Loss of Income (\$50 x 5 days)	\$ 250.00	(HIRER)

Driver/Hirer Medical Bills	\$ 121.00	(HIRER)
Passenger Medical Bills	\$ 221.00	(PASSENGER)
Driver/Hirer Transport Expenses	\$ 29.25	(HIRER)
GIA Search Fee	\$ 2.00	(LCR)
TOTAL	\$ 3,526.92	

Attached DV for your perusal.

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Friday, 16 August, 2019 5:17 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: Re: [4th Reminder]: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018 LPC CC4/LPC18017751/Ghb3

Without Prejudice

Dear Vic

Our earlier conversation refers.

Please let us have separate DVs and there are separate claimants. We shall get client's instruction.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: Friday, 16 August 2019 4:37 PM

To: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: [4th Reminder]: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018 LPC CC4/LPC18017751/Ghb3

WITHOUT PREJUDICE

Dear Cecilia,

We refer further to your below email.

On a without prejudice basis and purely for an amicable settlement on a without admission of liability to our Insured's part, we have our principal's mandate and we propose to settle your client's claim as below:

Cost of Repair (w/gst)	\$ 2,403.67	(LCR)
Loss of Use (\$100 x 5 days)	\$ 500.00	(LCR)
Loss of Income (\$50 x 5 days)	\$ 250.00	(HIRER)
Driver/Hirer Medical Bills	\$ 121.00	(HIRER)
Passenger Medical Bills	\$ 221.00	(PASSENGER)
Driver/Hirer Transport Expenses	\$ 29.25	(HIRER)
GIA Search Fee	\$ 2.00	(LCR)
TOTAL	\$ 3,526.92	

If agreeable, kindly let the owner chop and sign the attached DV and **forward the original signed hard copy to us (LKK)** for payment processing.

The above amount is to be made payable to **COMFORTDELGRO ENGINEERING PTE LTD.**

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters."

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Wednesday, 17 July, 2019 5:36 PM

To: Cecilia Lee Peng Geok

Cc: Admin A; Shu Pei (LKKAUTO); KKLau; Joy Irene (LKKAUTO); Aileen Tan Lee Noi; Vic (LKKAUTO)
Subject: RE: [4th Reminder]: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018 LPC
CC4/LPC18017751/Ghb3

Without Prejudice

Dear Cecilia,

We refer to your below email.

We will expedite and will get back to you for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Wednesday, 17 July, 2019 4:51 PM

To: Vic (LKKAUTO)

Cc: Admin A; Shu Pei (LKKAUTO); KKLau; Joy Irene (LKKAUTO); Aileen Tan Lee Noi

Subject: [4th Reminder]: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018

Importance: High

4th Reminder

Without Prejudice

Dear Vic

This matter has been unreasonably prolonged. Please revert with your settlement offer without further delay.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Thursday, 4 July 2019 4:56 PM

To: Vic (LKKAUTO)

Cc: Admin A; Shu Pei (LKKAUTO); KKLau; Joy Irene (LKKAUTO)

Subject: Re: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018

Without Prejudice

Dear Vic

Our client chases again. Please revert with your offer soon.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>

Sent: Friday, 28 June 2019 1:11 PM

To: Cecilia Lee Peng Geok; Vic (LKKAUTO)

Cc: Admin A; Shu Pei (LKKAUTO); KKLau

Subject: RE: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018

WITHOUT PREJUDICE

Hi Cecilia,

This is now handled by Vic.

Kindly hold as we seek quantum approval.

We will revert soonest.

We apologize for any inconvenience caused.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Friday, 28 June 2019 12:16 PM

To: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAUTO) <shupe@lkkauto.com>; KKLau <kklau@lkkauto.com>

Subject: Re: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018

Importance: High

Without Prejudice

Dear Joy

This matter has been long protracted. Please revert with your offer without further delay.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Monday, 29 April 2019 4:02 PM

To: Joy Irene (LKKAUTO)

Cc: Admin A; Shu Pei (LKKAUTO)

Subject: Re: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018

Without Prejudice

Dear Joy

Please look into the matter and revert with your settlement offer soon.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>

Sent: Wednesday, 3 April 2019 6:01 PM

To: Cecilia Lee Peng Geok

Cc: Admin A; Joy Irene (LKKAUTO)

Subject: FW: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC4/LPC18017751/Gjb3	Joy

To check availability of the case handler, you may contact the undersigned

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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From: Cecilia Lee Peng Geok <cecilialee@sparkcarcare.com>
Sent: Wednesday, 3 April 2019 5:20 PM
To: Admin A <admin-a@lkkauto.com>
Subject: LOD AGAINST LPC/LKK - SLG2881G & SJJ1583G DOA 27 SEP 2018

Without Prejudice

Dear Sir/Madam

Attached herewith our LOD dated 03/04/2019 for your attention and early settlement.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843